

# Dignity at Work Policy

## Our Commitment

Townmore is committed to maintaining a workplace where everyone is treated with dignity, respect and professionalism.

We believe that all employees, subcontractors, supply chain partners, clients, visitors and others who engage with our business have the right to work in an environment free from bullying, harassment, sexual harassment, intimidation, victimisation and inappropriate behaviour.

Townmore does not tolerate behaviour that undermines the dignity, wellbeing or safety of others.

## Scope of this Policy

This policy applies to all employees, directors, managers, workers, subcontractors, consultants, agency workers, suppliers, clients, visitors and others who interact with Townmore in connection with our business.

It applies in the workplace, on construction sites, at offices, at work-related events, during business travel, in accommodation connected with work, and in work-related communications, including email, messaging platforms, phone calls, meetings and social media.

## Expected Standards of Behaviour

Everyone working with or on behalf of Townmore is expected to behave in a professional, respectful and appropriate manner.

This includes:

- Treating others with courtesy, dignity and respect.
- Communicating in a way that is professional and considerate.
- Respecting different backgrounds, perspectives and experiences.
- Avoiding behaviour that could reasonably cause offence, humiliation, distress or intimidation.
- Challenging or reporting inappropriate behaviour when it occurs.
- Cooperating with any investigation or resolution process.

## Bullying, Harassment and Inappropriate Behaviour

Bullying may include repeated inappropriate behaviour, whether direct or indirect, verbal, physical or otherwise, that could reasonably be regarded as undermining a person's dignity at work.

Harassment may include unwanted conduct related to a protected characteristic or personal attribute that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Sexual harassment may include unwanted verbal, non-verbal or physical conduct of a sexual nature.

Examples of unacceptable behaviour may include, but are not limited to:

- Offensive, insulting or intimidating language.
- Repeated unfair criticism, undermining or exclusion.

- Aggressive, threatening or abusive behaviour.
- Unwanted jokes, comments, images or gestures.
- Unwanted physical contact or sexual attention.
- Spreading malicious rumours.
- Misuse of authority or power.
- Victimisation of someone who raises a concern.
- Inappropriate behaviour through digital channels or social media.

This policy is not intended to prevent legitimate management action, constructive feedback, performance management or reasonable workplace instruction, provided these are carried out fairly, respectfully and appropriately.

## **Responsibilities**

Townmore's leadership team is responsible for promoting a respectful workplace culture and ensuring that dignity at work is taken seriously across the organisation.

Managers and supervisors are expected to lead by example, address inappropriate behaviour promptly, support those who raise concerns and ensure that matters are handled fairly and sensitively.

All employees, subcontractors and others working with Townmore are responsible for their own behaviour and for contributing to a workplace culture based on dignity, respect and professionalism.

## **Raising a Concern**

Townmore encourages anyone who experiences or witnesses behaviour that may breach this policy to raise the matter as soon as possible.

Where appropriate, a concern may be addressed informally in the first instance. However, where the matter is serious, repeated or not suitable for informal resolution, it should be raised formally through the appropriate internal procedure.

All concerns will be taken seriously and handled with sensitivity. Confidentiality will be respected as far as possible, while allowing the matter to be properly reviewed and addressed.

Townmore will not tolerate victimisation or retaliation against anyone who raises a concern in good faith or assists with an investigation.

## **Resolution and Action**

Where a concern is upheld, Townmore will take appropriate action. This may include informal resolution, mediation, training, management intervention, disciplinary action, removal from site, termination of contractual arrangements or other steps considered appropriate in the circumstances.

The aim of this policy is to prevent inappropriate behaviour, resolve issues fairly and maintain a working environment in which everyone can feel safe, respected and valued.

## **Ongoing Commitment**

Townmore is committed to promoting a positive workplace culture based on respect, fairness and accountability. We will continue to review our approach, communicate expected standards and take appropriate action to protect dignity at work across our business.